

## COMPUTER SYSTEMS SPECIALIST I/II

### Class Definition

Under supervision, consults with various City departments and divisions or provides similar services within assigned department, to identify needs and requirements of personal computer based systems; and provides related technical support including training.

### Distinguishing Characteristics

Computer Systems Specialist I incumbents are expected to progress with appropriate training, experience and satisfactory performance to Computer Systems Specialist II, the journey level class of the series, when duties consistent with the full range of those described below are their full-time responsibility. Otherwise, incumbents whose assigned duties, consistent with the full range of those described below, comprise at least one-half of their daily assignment shall remain at the I level. These classes differ from Computer Systems Specialist III in that incumbents in the latter provide lead direction to lower level staff and are assigned the more advanced and complex projects.

### Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Administers network functions such as restoration of printer services and logon procedures and provides file management assistance; maintains the City's E-mail, Costing /Receiving systems and problem call tracking software.

Installs and maintains end-user computer operating systems and applications software while assuring compliance with defined requirements; modifies software, when required, to satisfy user requirements; analyzes computer and software needs for future expansions.

Develops, coordinates and conducts training in computer applications and operations; analyzes training and/or application needs and reports findings; prepares training materials; evaluates program results; assists in coordinating computer training programs with outside training providers.

May maintain Computer License Agreements for standard City of Fresno software.

Consults, with appropriate City staff on effective use of computer resources; provides technical assistance and advises City staff on solutions to operational problems with computer equipment and software.

Assists in preparing and evaluating bids, costing, ordering, receiving and installing new computer hardware and software.

Records trouble calls into the problem tracking system; provides follow-up support until problem is resolved.

Performs other duties as required.

*Knowledge, Abilities, and Skills*

(By the end of the probationary period, incumbents must demonstrate adequate knowledge, abilities, and skills to perform tasks at the journey level.)

Considerable knowledge of computers, networks, software and communications systems.

Considerable knowledge of applications for distributed and varied computer systems.

Considerable knowledge of current training methods in the information processing field, including computer-aided training tools.

Ability to operate and troubleshoot computers and peripheral equipment.

Ability to train City staff in the operation and use of computers, standard city software and peripheral equipment.

Ability to establish and maintain effective working relationships.

Ability to solve user problems effectively and efficiently.

Ability to communicate effectively both orally and in writing.

*Minimum Qualifications*

Computer Systems Specialist I: Graduation from an accredited college or university with a Bachelor's Degree in management information systems, computer sciences or related field. Experience which included implementation of automated systems applications and/or equipment or conducting advanced-level training programs in the operation of computer software and equipment may be substituted for the required education on a year-for-year basis.

Computer System Specialist II: One year of experience equivalent to that gained as a Computer Systems Specialist I with the City of Fresno.

*Necessary Special Requirements*

Possession of a valid California Driver License may be required at time of appointment.

APPROVED: \_\_\_\_\_  
Director

DATE: \_\_\_\_\_